



# COMPLAINTS & GRIEVANCE POLICY & PROCEDURE

## Employees, Volunteers & Service Users



## INTRODUCTION

Wherever possible, individual grievances should be resolved on an informal basis between the people concerned. Where this is not possible, the following stages should apply:

- **STAGE 1**

The individual should informally discuss the matter with the Chief Executive Officer. The Chief Executive Officer, or designated person, must then look into the matter and record the findings. In the case of volunteers and service users, this information should be taken to the next Trustee meeting as part of the Management Team Report.

- **STAGE 2**

The individual may request for the grievance to be looked at formally if dissatisfied with the informal investigation or outcome. The Chief Executive Officer should consider the points being made by the individual and communicate in writing his/her response and invite them to a formal meeting to discuss the matter further with the Management Team and a Trustee. The individual may bring a colleague/support worker from a partner agency with them.

- **STAGE 3**

If the individual is still dissatisfied with the response, he/she may then appeal in writing to the Chair of the Board of Trustees of Harvey Girls by emailing [chair@harveygirls.co.uk](mailto:chair@harveygirls.co.uk) and requesting that an extraordinary staff subcommittee meeting be convened to consider the grievance. This must be done within 14 days of the completion of Stage 2 proceedings. The decision of the staff subcommittee will be confirmed in writing within 3 working days. The decision at Stage 3 of the procedure will be final.

In some circumstances, further investigation or obtaining additional information may be necessary before a decision can be reached at either Stage 1, Stage 2 or Stage 3 of the procedure. In such cases, this fact should be clearly relayed to the individual concerned to explain the reasons for the delay in reaching a decision and the individual should also be informed how long it is anticipated it would take to obtain such information.

There may be occasions on which an individual wishes to complain about the actions or behaviour of the Harvey Girls' Chief Executive Officer, where they may feel unable to raise that complaint directly with that person because they are concerned about aspects of his/her treatment of, or behaviour to the individual. The individual, in these circumstances, should seek advice from the Chair of the Harvey Girls' Board of Trustees - [chair@harveygirls.co.uk](mailto:chair@harveygirls.co.uk) who would be governed by the above procedure.